ITI

Federal Computer Acquisition Center

Seat Management Service
CMA Presentation
June 26, 1997
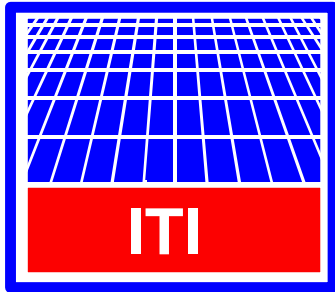
Federal Telecommunications Service

Scope

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Deliver a comprehensive and integrated service for desktop and network computing systems. This service, "Seat Management," encompasses the management, operation, and maintenance of desktop and associated network infrastructure.

Goal

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➢ **For Government to achieve cost savings in managing desktop and network computing systems by**

- Moving to a common operating environment
- Tracking the technology curve to reduce dependencies on old technology
- Migrating from expensive labor intensive on-site support to remote support using automated tools
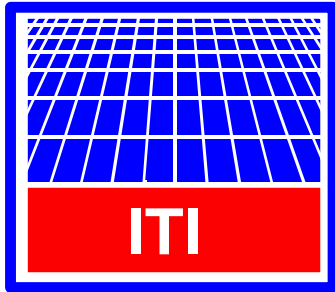- Becoming a user rather than owner of hardware and software

Operating Principals

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- ➢ **Telecommunication services available through GSA/FTS will be utilized to the extent applicable**

- ➢ **In the absence of such services contractors should propose their own telecommunication solutions**

- ➢ **Components of Seat Management Service may not be purchased independently**

- ➢ **All capital assets offered under contract task are the property of the contractor except as specified at the termination of a Task Order**
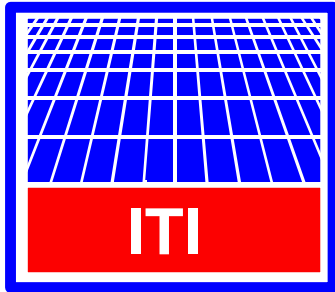
Seat Management Concept

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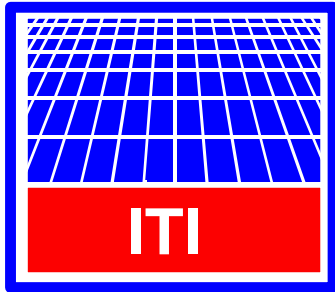
Under the Seat Management concept, the Government desires to acquire these services as a utility and intends to pay for them on a per "seat" basis
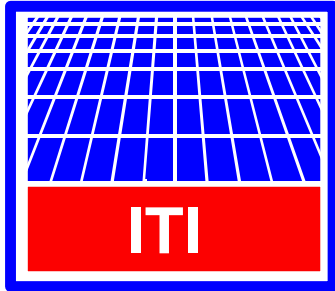
Contract Type

- Non-mandatory
- 10 year
- IDIQ Multiple award
- Firm Fixed Ceiling Prices for predefined services and labor categories
- Hardware/Software not at basic contract level
- Competed Task Orders

Acquisition Strategy

➢ **Two phased approach**

- Phase I
  - RFP issued w/o Section B and Parts of C, L, & M
  - Response includes contractor data for use in development to Seat Management Service models

- Phase II
  - RFP amended to add Sections B and complete C, L, & M identifying Seat Management Service models
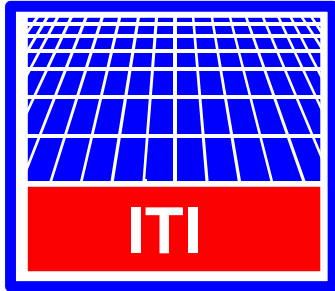 - Response includes Technical and Cost Proposal

Contractor Capabilities

➢ **Asset management**

➢ **Infrastructure management**

➢ **User support**

➢ **Installation**

➢ **Maintenance**

➢ **Training**

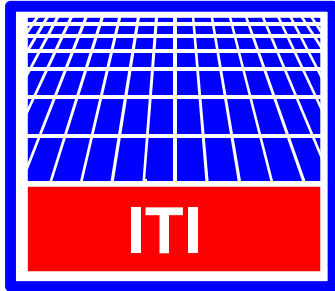➢ **Design**
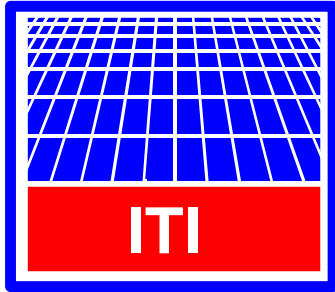
Contractor's Past Performance Experience

➢ **Based on aggregate experience of team members (Prime and Subs)**

➢ **Not restricted to Government**

➢ **Two levels of consideration**

- Validation - meets minimum requirements
- Evaluation - exceeds minimum requirements
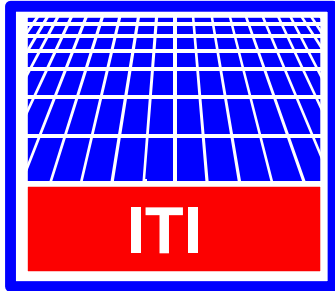
Validation/Evaluation Considerations

➤ **Infrastructure management**
  • Number of desktops/networks managed
    – Overall within a specified period
    – For large clients
    – For small clients
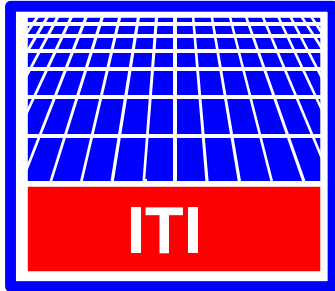   – Multiple platforms & protocols

Small Business/8A Opportunities

➢ **One award to small business**

➢ **Contracts have minimum participation goal audited on annual basis**

➢ **Task Order Requests have minimum participation goals for consideration in evaluations**

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Service Environments

- ➢ General purpose
- ➢ Engineering and scientific
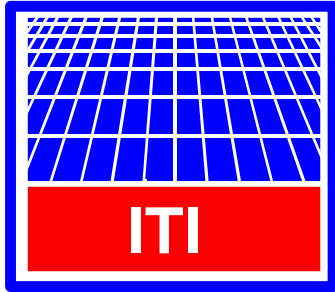- ➢ Mixed work environments

Seat Management Functions

➢ **Core functions**

- Infrastructure management
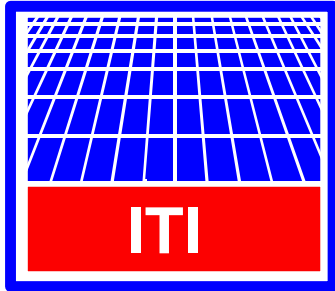
- User support

- Asset management

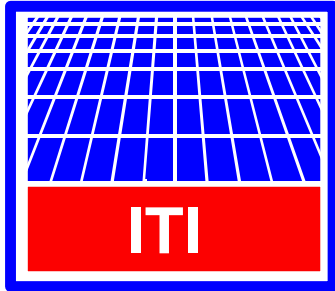➢ **Complementary functions**

- Training

- Design and installation

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Core Function
Infrastructure Management

- ➢ **Desktop management**
- ➢ **LAN & Server management**
- ➢ **Change/Problem management**
- ➢ **Configuration management**
- ➢ **Software updates**
- ➢ **System maintenance**
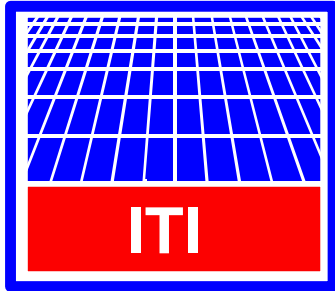- ➢ **System enhancements**

Core Function
User Support

➢ **Help desk**

➢ **Hardware maintenance**

➢ **Software support**
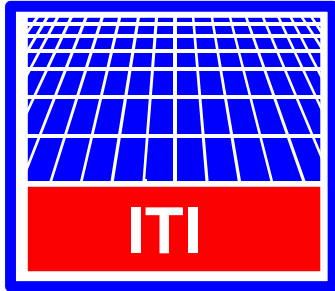
➢ **Configuration management**

Core Function
Asset Management

➢ **Deploy assets**

➢ **Manage asset inventory**

➢ **Refresh technology**
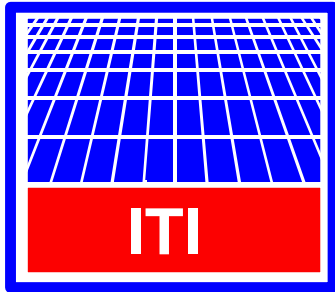
➢ **Re-market and/or disposal of assets**

Complementary Function Training

➢ **Network, systems, and applications**

➢ **Varying user levels**

➢ **Different delivery formats**

➢ **Customer premise or off-site**

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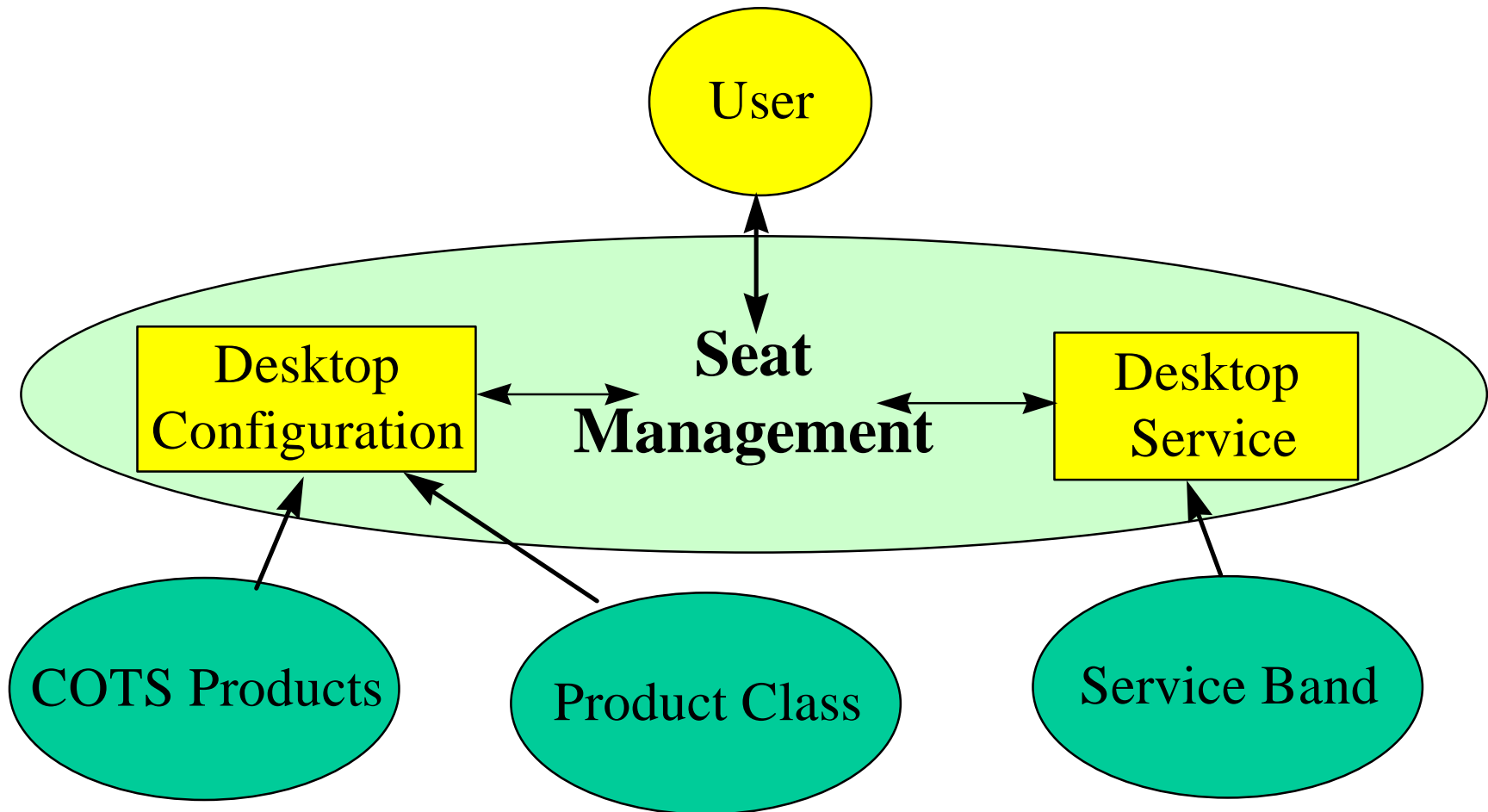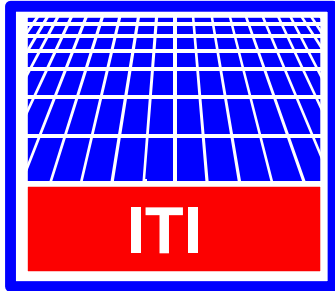
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Seat Management Model Components

- ➤ **Service bands**
  - Predefined, integrated service level bands
- ➤ **Product class**
  - Snapshot of technology
  - Basis for delivery of service bands
- ➤ **COTS products**
  - Eligible products used to complement product classes and service bands

Seat Management Service Model Diagram

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User

Desktop Configuration

Seat Management

Desktop Service

COTS Products

Product Class

Service Band

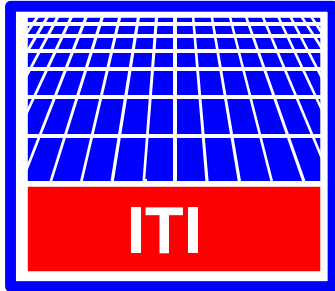**Federal Telecommunications Service**

Seat Management Model Hierarchy

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➢ **Environment**
- General Purpose
- Scientific & Engineering

➢ **Network Architecture**
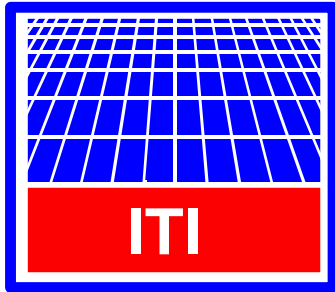- Enterprise
- LAN

Seat Management Model Hierarchy (Cont'd)

➢ **Product Groups**

- Desktop computer
- Server computer
- Network device
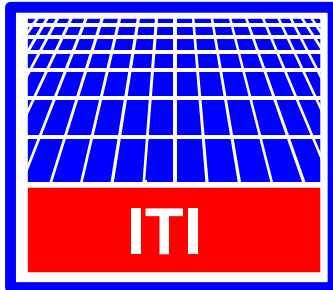- Peripherals

➢ **Product Classes - TBD**
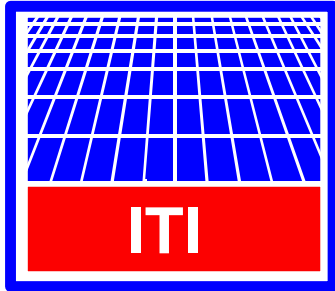
➢ **Service Bands - TBD**

Service Bands

➢ **Encompasses core functions**

➢ **Service level measurements and metrics**

➢ **Stratified service levels**

- Critical service band - high metrics
- Standard service band - average metrics
- Basic service band - low metrics

➢ **Included in contract pricing**

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Sample Service Band

General Purpose, LAN, Desktop Computer Bands

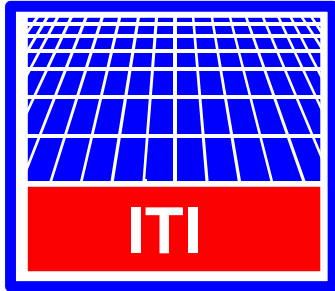| Measurement	Band S1 (Critical Service) Service Level Metrics	Band S2 (Standard Service) Service Level Metrics	Band S3 (Basic Service) Service Level Metrics
Infrastructure Management:			
Avg. Number Of Moves Within Network	1 Per Year	2 Per Year	2 Per Year
Break Fix	Within 2 Hours	Same Day	Next Day
User Support:			
Avg Help Desk Calls	2 Per Month	1 Per Month	2 Per Month
Time To Answer Help Desk Call	10 Sec	30 Sec	45 Sec
Asset Management:			
Technology Refreshment (Installation Service)	Every Year	Every Two Years	Every Three Years
Asset Acquisition Cycle Time	5 Days	10 Days	30 Days

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Product Class

➢ **Generic configurations associated with service bands**

➢ **Stratified configurations representing industry exiting, standard, entering products/technologies**

➢ **Configurations refreshed as new products/technologies enter the market**

➢ **Not included in contract pricing**

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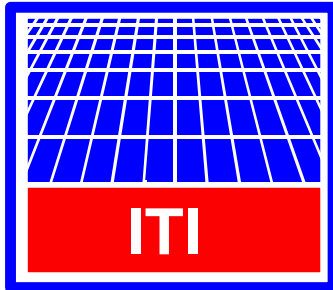
Sample Product Class

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General Purpose, LAN, Desktop Computer Class

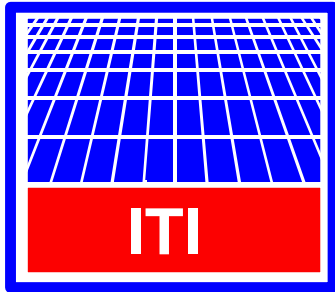| Features	Model C1 (Exiting) Generic Configuration	Model C2 (Standard) Generic Configuration	Model C3 (Entrant) Generic Configuration
Processor	486	Pentium 120 Mhz	Pentium Pro 200 Mhz
Hard Drive	Up To 2 GB	Up To 4 GB	Up To 6 GB
CD-ROM	None	8X	12X
Number of Concurrently Available Application Software Packages (From COTS Catalogue)	2	4	6
Number of Concurrently Available Utility Software Packages (From COTS Catalogue)	1	3	3
E-Mail	Yes	Yes	Yes
Internet	No	Yes	Yes

COTS Products

> ## Catalog

- Hardware platforms
- Operating systems software
- Network operating systems
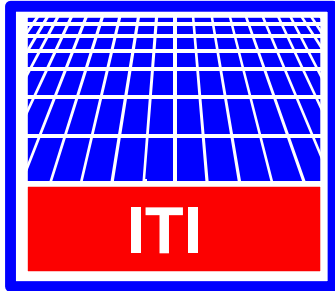- Application & utility software

> ## Complement product classes and service bands

> ## Update with Government concurrence

Source Selection Schedule

- **Project Start Date**   May 1, 1997
- **Draft RFP**   July 1, 1997
- **Phase I RFP**   October 1, 1997
- **Proposals Due**   November 1, 1997
- **Phase II RFP**   November 14, 1997
- **Proposals Due**   December 15, 1997
- **Award**   March 1, 1998
- **Service Availability**   April 1, 1998

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Seat Management Points of Contact

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